



# Customer Rights + Responsibilities



The information provided in this document is specific to your water service and summarizes your rights and responsibilities as an Evansville Water and Sewer Utility customer. This document applies to all Utility customers – residential, commercial, industrial and public authority.

This is a summary document. The Utility Board has adopted and approved other rules, which can be found in the Water Handbook on the Utility's website — [www.ewsu.com](http://www.ewsu.com).

If you have any questions about your water service or need information about rates, please contact Evansville Water and Sewer Utility Customer Service at **(812) 436-7846** or visit [www.ewsu.com](http://www.ewsu.com).

*Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.*

## About Evansville Water and Sewer Utility

The Evansville Water and Sewer Utility serves nearly 60,000 customers and operates and maintains approximately 1,000 miles of water mains. On average, the City's system processes and treats about 25 million gallons of water per day.

Our rates and rate schedules are approved by the Indiana Utility Regulatory Commission (IURC). Copies of these rates, including meter deposit fees, are available upon request or at [www.ewsu.com/water-rates-and-fees](http://www.ewsu.com/water-rates-and-fees).

## Requesting water service

Please call us at **(812) 436-7846** during regular business hours, at least one business day before you need service.

### Applying for new service

All water service accounts are charged a meter deposit to establish service.

Your deposit will be applied to your final bill when you request to have your water utility service turned off.

### Turning on your water service

We would prefer you be at your home or business when we turn on your water service. However, with your verbal consent, we can turn it on even if you are not present. You may not connect or reconnect service yourself, or employ any person to do so, without the Utility's prior authorization.

The water service provided to you by the Evansville Water and Sewer Utility is for your use only. You cannot sell water to anyone without the prior agreement of the Evansville Water and Sewer Utility.

# Your responsibility and ours for water lines and water meters

## Water lines

You are responsible for the water service line or “pipe” from your home or business to the Utility’s shut-off valve (called a curb stop), located near the property line. You are responsible for maintaining and repairing any outside meter pit and repairing any leaks or damage to your portion of the service line.

Evansville Water and Sewer Utility is responsible for the portion of the service line from the water main to the Utility’s shut-off valve (curb stop). The Utility owns and is responsible for the meter itself; however, damage to the meter or meter pit resulting from lack of action by a customer is the customer’s responsibility.

## Meter access

Most water meters are located in a covered meter pit outside of your home or business. In the case of meters located inside, Evansville Water and Sewer Utility rules require that they be located in a clean, dry and safe place. All meters, both inside and outside, must be accessible at all times for reading, inspection and removal for testing.

If you fail to provide access to the meter, including limitations imposed, for example, by fencing and/or unrestrained animals, Evansville Water and Sewer Utility may disconnect your service.

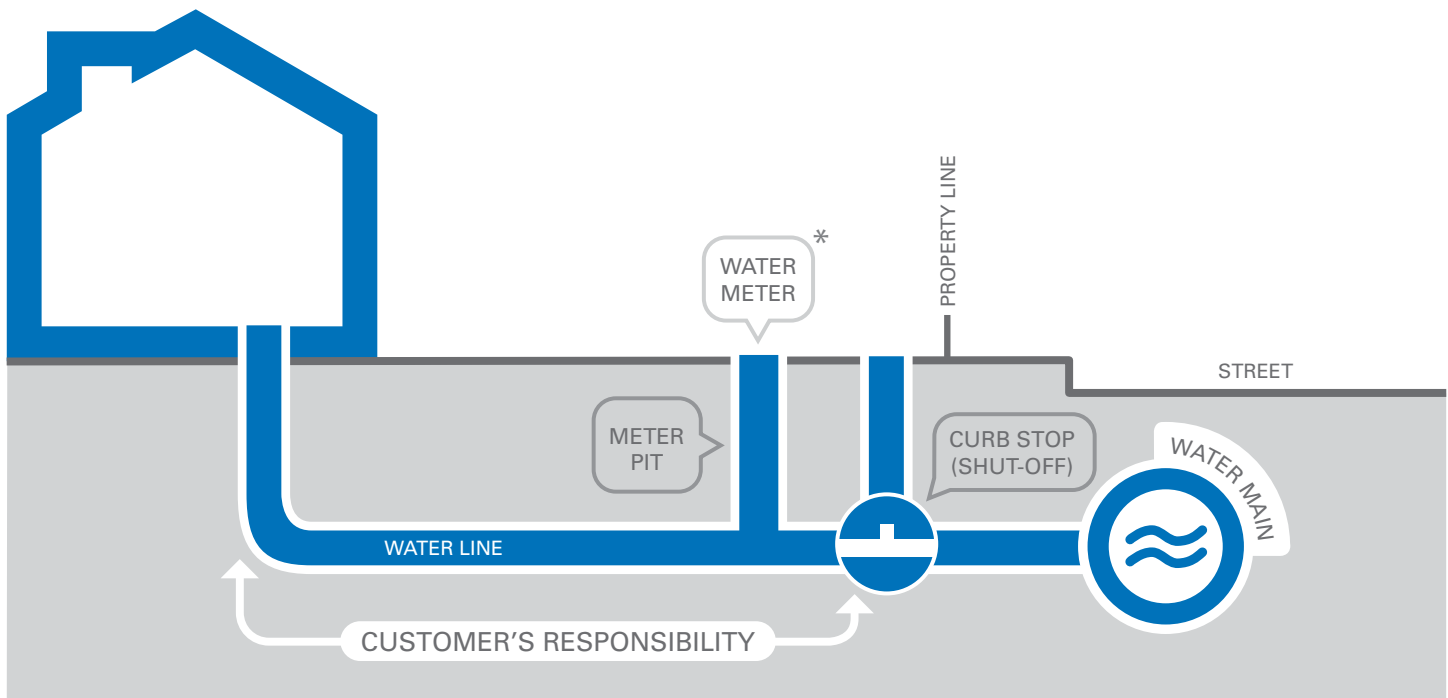
You own and are responsible for maintaining all meter pits, covers, and other materials in and around the meter pit. The meter pit and meter lid must be maintained in a manner that minimizes chances of the meter freezing.

The Utility has the right to replace a water meter. If the Utility cannot replace a Utility meter because the customer’s lines have deteriorated, the customer must replace or repair the deteriorated water lines, after written notification. Customer water lines must be an approved pipe material. *See the section on disconnecting water service without your request.*

Our meter readers wear uniforms, but if you have any concerns, please call Customer Service.

## Meter tests

If you suspect that your meter is inaccurate, you may make a written request or call Customer Service for us to verify the reading at no charge.



\*NOTE: In some homes and businesses, the water meter is located inside.



## Water bills

Your water bill includes a fixed base charge and a water consumption charge. The fixed base charge depends upon the size of your water meter. The consumption charge is based upon the amount of water you used during the billing period.

### Details about your water bill:

- Water service is billed on a monthly basis.
- Water meters are normally read every month. There may be times when we cannot read your meter due to inclement weather, problems accessing your meter or other situations beyond our control. During months when your meter is not read, your bill will be estimated based upon your usage during the previous seven months. All charges will be at the current IURC-approved rates and will include credits for the amount paid on estimated bills.
- Bills that remain unpaid after the due date will be considered delinquent, and an IURC-approved late payment charge will be added to your bill.

Visit [www.ewsu.com/water-rates-and-fees](http://www.ewsu.com/water-rates-and-fees) for the rate schedule. Or, call **(812) 436-7846** or email [customerservice@ewsu.com](mailto:customerservice@ewsu.com) to request a copy.

## Convenient payment options

The Evansville Water and Sewer Utility offers a variety of ways to make payments on your account. You can easily pay your bill online, via mail or in person.



### Pay on our website

Customers will find simple and convenient options for paying online at [www.ewsu.com/pay-bill](http://www.ewsu.com/pay-bill). All online payments are posted the day they're submitted, which helps customers make a quick payment to avoid late fees. Customers may also access and view their statements and water consumption reports.

### Pay using credit card, debit card or e-Check

Log on to [www.ewsu.com/pay-bill](http://www.ewsu.com/pay-bill) to pay your bill with your checking account or credit card 24 hours a day. *Transaction fees are charged by the payment processor.*

### Schedule automatic recurring bill pay service

Go to [www.ewsu.com/pay-bill](http://www.ewsu.com/pay-bill) to set up automatic recurring bill pay service. Your total monthly water bill will be deducted from your checking account on the due date of your bill. You will still receive a monthly bill in the mail. *The service provider charges a transaction fee for this service.*



### Pay by mail

**Mail your payment to:**  
Evansville Water and Sewer Utility  
P.O. Box 19  
Evansville, IN 47740-0001



### Pay online through your bank

See your bank for details.



### Pay using the drive-up drop box

You may drop off your payment at the 24-hour payment depository, conveniently located at the front drive of the Evansville Civic Center, 1 NW Martin Luther King Jr. Blvd., Evansville, Indiana.

All payments are collected at 8 a.m., Monday through Friday. Any payment dropped off after 8 a.m. will be processed the next business day.

We accept check or money order through the drop box. Cash payments must be made at the Utility office. There is no fee for this service.



### Pay in person

You may pay your bill at the Evansville Water and Sewer Utility Customer Service office, located in the Evansville Civic Center, 1 NW Martin Luther King Jr. Blvd., Room 104, Evansville, Indiana, or at other authorized payment locations throughout Evansville.

Go to [www.ewsu.com/pay-stations](http://www.ewsu.com/pay-stations) for a list of approved pay stations.

## Shut-off notices

The amount due as noted on shut-off notices is required to be paid in the office during normal business hours, 8:00 a.m. to 5:00 p.m.

## Leaks

Evansville Water and Sewer Utility can adjust unusually high bills that are the result of underground service pipe leaks, or leaks in crawl spaces or concrete floors. In the event of such a leak, a Plumber's Affidavit is required to determine the cause of the leak.

Toilet leaks or other internal plumbing are not eligible for adjustments. Leaks resulting from vandalism or neglect will not be considered for adjustment.

Claims for bill adjustment must be made within ninety (90) days after the bill is mailed. When any claim for such reduction is made and filed with the Utility, no claimant shall be allowed a refund in excess of six (6) months. High demand for

adjustments may delay the processing time for adjustments.

The consideration for adjustment may be made to the customer for one-half the water used over the yearly monthly average and all the sewer charges in excess of the monthly average. Any other loss occurring on the customer's side shall not be considered for adjustment, unless relief is granted on a case-by-case basis by the Utility Director or the Utility Board for extraordinary circumstances beyond the customer's control.

Only one adjustment per year per meter may be considered. Please contact Customer Service for more information.

## Billing adjustments

All other billing errors may be adjusted to the known date of error or for a period of one year, whichever is shorter.

## Disconnecting water service at your request

Please call us at least one (1) business day prior to the date you need your water service disconnected. You will remain responsible for all water used and the related charges until your service is disconnected.

## Disconnecting water service without your request

**We may disconnect service without request and without prior notice for the following reasons:**

- A condition dangerous or hazardous to life, physical safety or property exists, including unapproved cross-connections.
- An order has been issued by any court, the IURC or any other authorized public authority.
- Fraudulent or unauthorized water use is detected, and the Utility has reasonable grounds to believe the affected customer is responsible for such use.
- The Utility's regulating or measuring equipment has been tampered with, and the Utility has reasonable grounds to believe that the affected customer is responsible for such tampering.

## Disconnecting water service without your request but with written notice

We also may disconnect service without your request but with written notice. The written notice to the customer contains:

- The date of the proposed disconnection.
- The specific actual basis and reason for the disconnection. For example, the customer has not properly installed or safely maintained meter pits, covers, and other materials in and around the pit.
- The Utility's telephone number to call during regular business hours to question the proposed disconnection or seek information concerning customer rights and responsibilities.
- A reference to, or a copy of, the Customer Rights and Responsibilities pamphlet.

We may turn off your service in other instances, including for non-payment of water service. Disconnection for non-payment will only occur after we have provided written notice to you seven (7) days prior to the date of disconnection. This

notice will provide the reasons for disconnection and include the telephone number of our Customer Service office if you have any questions.

Disconnection may be postponed if, prior to the disconnect date specified in the disconnect notice, the customer provides Evansville Water and Sewer Utility with a medical statement from a licensed physician or public health official stating that such action would be a serious and immediate threat to the health or safety of a designated person in the household or the residential customer.

Evansville Water and Sewer Utility will generally disconnect service between the hours of 8:00 a.m. and 3:00 p.m. Disconnections of service for non-payment will be made on days the Utility's office is open to the public and before 12:00 p.m. (noon) on Fridays and days preceding holidays.

## Service reconnection

**If your water service has been disconnected for non-payment, you must complete the following steps before service can be restored:**

- Pay all delinquent bills owed.
- Pay any required service fees.

We will reconnect your service within one (1) business day of your request provided that the

conditions, circumstances or practices that caused the disconnection have been corrected. A responsible person must be present on the premises to see that all water outlets are closed to prevent damage from escaping water.

## Complaint and appeal procedure

You may voice your concerns to us at any time about a bill, a meter deposit, a disconnection notice or any other matter relating to your service. A complaint may be made in person, in writing or by completing a form available from either the IURC or Evansville Water and Sewer Utility. The complaint form is available in our office or electronically at [www.in.gov/iurc/consumer/complaint\\_form.html](http://www.in.gov/iurc/consumer/complaint_form.html).

Upon receipt of the complaint, Evansville Water and Sewer Utility will investigate the matter and reply to the customer in writing. The customer may, within seven (7) days of the mailing of this response, request a review by the IURC.

Service may not be disconnected until at least 10 days after the Evansville Water and Sewer Utility mails its reply, nor less than three (3) days following the mailing date of the Commission's decision, where applicable, provided that the customer pays all current and future undisputed bills and the appropriate portion of any disputed bills.

## Important tips

### Turn-off valve

Know where the turn-off valve is within your home or business. If you discover a leak, you will be able to shut off your water quickly and avoid possible damage to your property.

### Be water wise

Using water wisely can help you save money on your water and sewer bills. Your sewer bill is based on your metered water usage. Using less water also can reduce your energy bills.

### Consider these tips and check [www.ewsu.com](http://www.ewsu.com) for others:

- ✓ Check for leaky faucets, toilets and spigots on a regular basis. A leaky toilet can waste 200 gallons of water per day. To detect leaks in the toilet, add food coloring to the tank water. If the colored water appears in the bowl, the toilet is leaking.
- ✓ Conserve water by taking shorter showers and turning the faucet off when brushing your teeth or shaving.
- ✓ Run the dishwasher and washing machine only when they're full.
- ✓ Add food waste to your compost pile instead of using the garbage disposal.
- ✓ Don't use water to defrost frozen foods; thaw in the refrigerator overnight.
- ✓ Be conservative with outdoor watering during the summer. If you live at an odd-numbered address, do your outdoor lawn watering or car washing on odd-numbered dates. If you live at an even-numbered address, do your outdoor watering activities on even-numbered dates.
- ✓ Consider using rain barrels connected to downspouts for watering outdoor plants.
- ✓ Install a separate water meter for outdoor use, such as for your lawn sprinkler or filling swimming pools.



### **Customer service and billing**

Monday – Friday: 8:00 a.m. – 5:00 p.m.  
1 NW Martin Luther King Jr. Blvd., Room 104  
Evansville, IN 47708  
Phone: **(812) 436-7846**  
Fax: **(812) 436-7863**  
Email: [customerservice@ewsu.com](mailto:customerservice@ewsu.com)  
[www.ewsu.com](http://www.ewsu.com)

### **Electronic account information**

Check your account 24 hours a day, 7 days a week. Go to [www.ewsu.com/pay-bill](http://www.ewsu.com/pay-bill).

### **Water or sewer emergencies**

24 hours a day, 7 days a week  
Call **(812) 421-2130** and ask for the dispatcher.

### **Boil advisories**

A precautionary boil advisory is a public statement advising people to boil their tap water before using it, typically in response to an event that could allow contaminants to enter the water distribution system. Such events include a water main break or loss of system pressure.

For more information about boil advisories, visit [www.ewsu.com/boil-advisories](http://www.ewsu.com/boil-advisories) or call **(812) 428-0568**.

### **Water quality information**

You may find annual water quality reports on the Utility's website – [www.ewsu.com](http://www.ewsu.com) or call **(812) 428-0568, EXT 5740**.